



**Director's Office,
Operational Services, Resource
Management Services, and
Pacific Services Center**

Staffing Profile

Current staffing profile

- **CSC Director's Office, Contract Management and Operational Services**
 - 7 federal
 - 4.5 non-federal
- **Resource Management Services**
 - 13 federal
 - 6 non-federal (2 current support contract)
- **Pacific Services Center**
 - 7 federal
 - 2 non-federal (in Honolulu, Hawaii)

Variety of disciplines: physical scientist, program manager, program analyst, management analyst, fisheries biologist, administration, contract specialist, budget analyst, information technology, computer specialist, facilities, receptionist, coastal hazards specialist, coastal management specialist

Director's Office Overview

- Provide for policy and program development, general management, administration, strategic and operational planning, partnership building, program evaluation, and budget oversight.
- Coordinate off-site personnel and some regional activities.
- Lead CSC participation in the Integrated Ocean Observing System.
- Support the education and outreach efforts of NOAA's Ocean Exploration program.

Director's Office: Contractor Roles

- **Program Coordination –**
 - general program coordination and communication
 - analytical support for internal process improvement
 - strategic and operational planning and budget support
 - project documentation (e.g. management information system)
 - information tracking, quality assurance, and reporting
 - rapid response to all level queries
 - cross-CSC and NOAA headquarters
 - program evaluation
- **Administrative**
 - general administrative support
 - scheduling
 - filing
 - travel
 - time and attendance records
 - clerical

Director's Office: Contractor Roles

(continued)

- **Coastal Observations**
 - partner coordination
 - web content
 - workshop development
 - information collection and analysis
- **Gulf of Mexico**
 - partner coordination
 - needs identification
 - technical assistance (Web, GIS)
- **Education and Outreach**
 - lesson plans for NOAA Ocean Exploration voyages of discovery
 - layout and design services
 - curriculum guide development
 - professional development for teachers
- **Contract Management**
 - technical contract management and oversight

Resource Management Services Overview

- Administrative, financial, and operational services to support Center programs.
 - Business: finance, property, acquisition, agreements, travel, technical services contract support, and budget execution.
 - Infrastructure: facility services (buildings, safety, security) and centralized IT support (networks, Internet, and office automation).
 - Operations: management of human capital, audits, grants management, property custodian, space management.
- Services include: network and systems administration; desktop computer support; building maintenance; guard services; lawn services; routine mailing; and receptionist services.

Resource Management Services: Contractor Roles

- **Receptionist Desk**
 - first and last point of contact
 - administrative and clerical support
- **Infrastructure Support Services**
 - special shipments
 - moving IT equipment and furniture
 - GSA vehicles
 - consumable supplies
 - excess property
 - audio and video
 - security processes
 - badge database and access controls

Pacific Services Center Overview

- Located in Honolulu, Hawai`i
- Established to improve and extend NOAA products and services to the Pacific Islands
- Provides services for Hawai`i, Guam, American Samoa, and the Commonwealth of the Northern Mariana Islands
- Supports the needs of the coastal management and positioning communities in these areas

Pacific Services Center: Contractor Roles

- **Education, Training, and Outreach**
 - develop and deliver technical and non-technical training
 - support education and outreach efforts
- **Hazards**
 - products and services to reduce the economic, social and environmental impacts of natural hazards
- **Spatial Technologies**
 - application of spatial technologies to coastal management (e.g. hazard mitigation, brownfields)
 - technical assistance
 - training